Australian Government

Department of Industry
Innovation, Science, Research
and Tertiary Education

UNDER PROVISIONS OF THE *HIGHER EDUCATION SUPPORT ACT 2003*

VET FEE-HELP IT SYSTEM (VITS) USER GUIDE

for

Applicants

VITS URL

https://extranet.deewr.gov.au/vetfeehelp/App/Login.aspx

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Version Control

Please ensure you are using the current version of this document details of the latest version can be found on the useful publications page on the VET FEE-HELP website.

Version 1 - Release 1	Date: July 2008
Version 2 - Release 2	Date: July 2008
Version 3 - Release 3	Date: October 2008
Version 4.3 - Release 4	Date: December 2008
Version 5.0 - Release 5	Date: April 2010
Version 6.0 – Release 6	Date: April 2011
Version 7.0 – Release 7	Date: June 2011
Version 7.1 – Update of CTA information	Date: November 2012
Version 8.0 – Update application registration	Date: March 2013

1. Introduction

The VITS User Guide for Applicants has been developed to assist Registered Training Organisations (RTOs) in preparing and submitting their application to become an approved VET provider.

It is required that before you register and commence your application in VITS that you read the *VET Provider Application Guide (Application Guide) and the Financial Viability Instructions for Applicants (FVIA)*, located on the VET FEE-HELP website.

Useful Publications - RTOs/Applicants

The Application Guide and FVIA have been developed to assist RTO's in compiling all information and documentation required by the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) to appropriately assess applications and to meet legislative requirements prior to submitting an application.

Contact

VET FEE-HELP Enquiries
Phone: 13 38 73
Email: tsenquiries@innovation.gov.au

Technical Assistance with VITS
Phone: 13 38 73
Email: tsenquiries@innovation.gov.au

2. Getting started

There are three parts to the application process in VITS

Part One is the initial eligibility check which confirms that your organisation is currently registered on training.gov.au (TGA) which is the database on Vocational Education and Training in Australia and that you have at least one VET FEE-HELP eligible course on your scope ie

- Diploma
- Advance Diploma
- Graduate Certificate; and/or
- Graduate Diploma

Part Two is setting up your user Id and temporary password; and

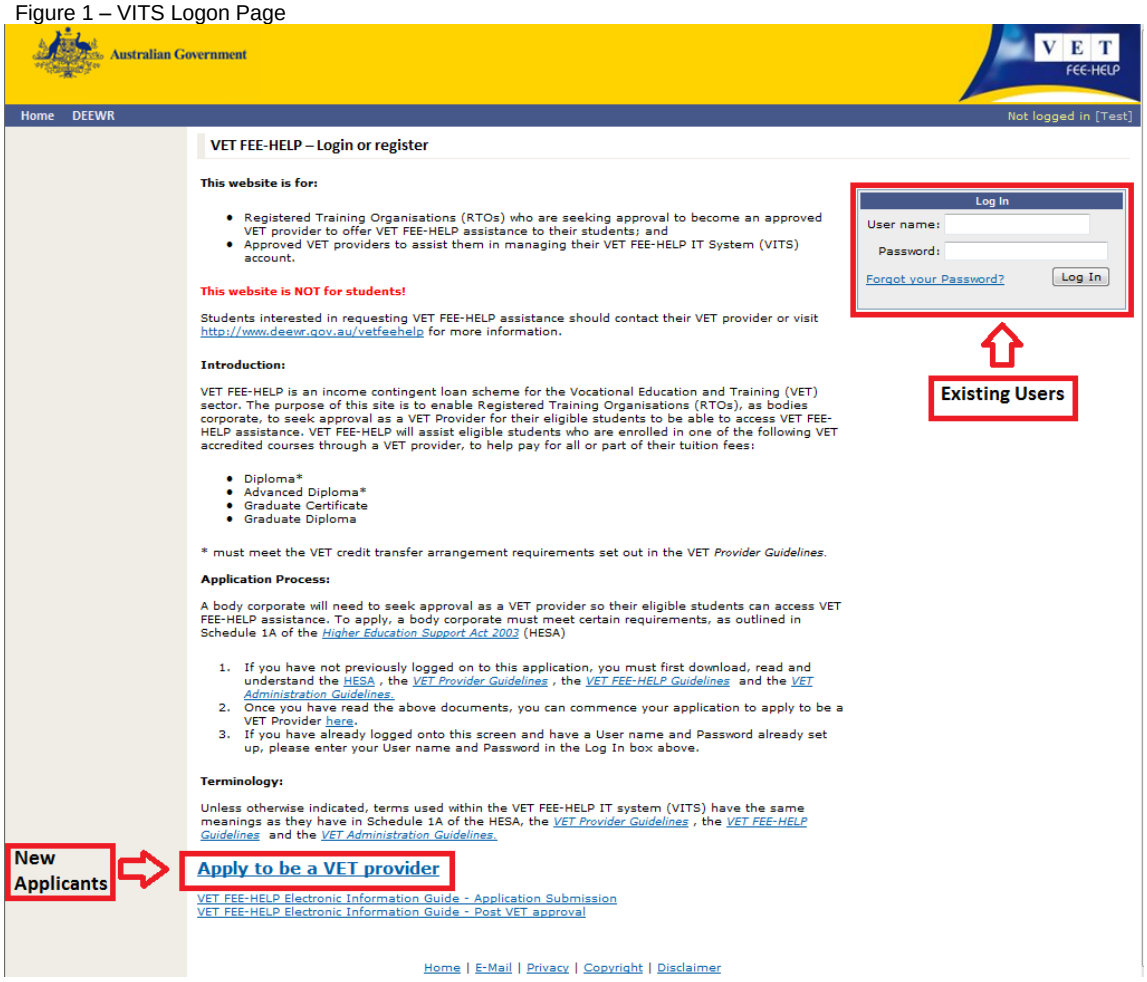
Part Three is uploading all information that will be used to assess your application to become an approved VET FEE-HELP (VFH) Provider.

2.1 Initial Registration for first time users

If you are a first time user you must select '**Apply to be a VET provider**', as outlined below at the bottom of the VITS homepage.

Note: Existing users should skip to Chapter 3 – Logging into VITS

Figure 1 – VITS Logon Page


Australian Government
VET FEE-HELP
Home
DEEWR
Not logged in [Test]
VET FEE-HELP – Login or register
This website is for:
Registered Training Organisations (RTOs) who are seeking approval to become an approved VET provider to offer VET FEE-HELP assistance to their students; and
Approved VET providers to assist them in managing their VET FEE-HELP IT System (VITS) account.
This website is NOT for students!
Students interested in requesting VET FEE-HELP assistance should contact their VET provider or visit http://www.deewr.gov.au/vetfeehelp for more information.
Introduction:
VET FEE-HELP is an income contingent loan scheme for the Vocational Education and Training (VET) sector. The purpose of this site is to enable Registered Training Organisations (RTOs), as bodies corporate, to seek approval as a VET Provider for their eligible students to be able to access VET FEE-HELP assistance. VET FEE-HELP will assist eligible students who are enrolled in one of the following VET accredited courses through a VET provider, to help pay for all or part of their tuition fees:
Diploma*
Advanced Diploma*
Graduate Certificate
Graduate Diploma
* must meet the VET credit transfer arrangement requirements set out in the VET Provider Guidelines.
Application Process:
A body corporate will need to seek approval as a VET provider so their eligible students can access VET FEE-HELP assistance. To apply, a body corporate must meet certain requirements, as outlined in Schedule 1A of the Higher Education Support Act 2003 (HESA)
1. If you have not previously logged on to this application, you must first download, read and understand the HESA , the VET Provider Guidelines , the VET FEE-HELP Guidelines and the VET Administration Guidelines.
2. Once you have read the above documents, you can commence your application to apply to be a VET Provider here.
3. If you have already logged onto this screen and have a User name and Password already set up, please enter your User name and Password in the Log In box above.
Terminology:
Unless otherwise indicated, terms used within the VET FEE-HELP IT system (VITS) have the same meanings as they have in Schedule 1A of the HESA, the VET Provider Guidelines , the VET FEE-HELP Guidelines and the VET Administration Guidelines.
Log In
User name:
Password:
Forgot your Password?
Log In
Existing Users
New Applicants
Apply to be a VET provider
VET FEE-HELP Electronic Information Guide - Application Submission
VET FEE-HELP Electronic Information Guide - Post VET approval
Home | E-Mail | Privacy | Copyright | Disclaimer

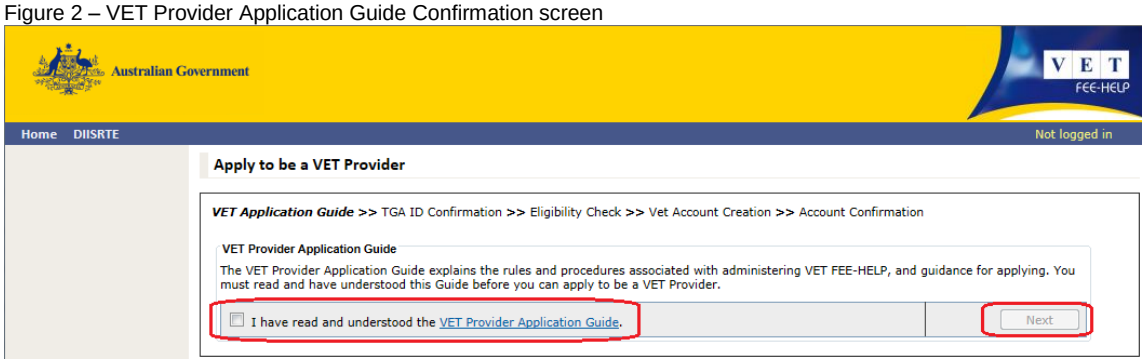
NOTE: For security purposes, you will be automatically logged out of VITS if your access is idle for more than 15 minutes. To avoid this, you must either refresh the web page you are on or navigate to a new web page.

2.2 Initial eligibility check/creating an account

You must confirm that you have read and understood the *VET Provider Application Guide* before you can continue with your application. If you have read the *Application Guide*, check the 'I have read and understood the VET Provider Application Guide

Select '**Next**' to continue.

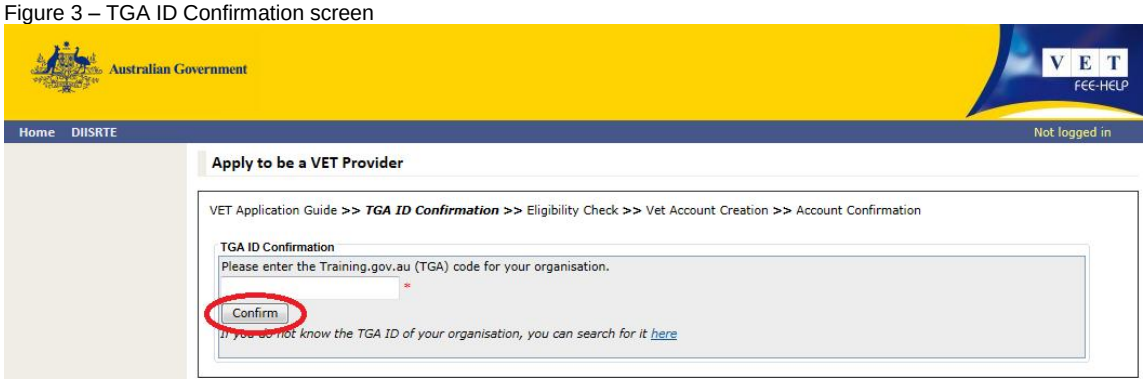
Figure 2 – VET Provider Application Guide Confirmation screen


Australian Government
VET FEE-HELP
Home DIISRTE
Not logged in
Apply to be a VET Provider
VET Application Guide >> TGA ID Confirmation >> Eligibility Check >> Vet Account Creation >> Account Confirmation
VET Provider Application Guide
The VET Provider Application Guide explains the rules and procedures associated with administering VET FEE-HELP, and guidance for applying. You must read and have understood this Guide before you can apply to be a VET Provider.
I have read and understood the VET Provider Application Guide.
Next

To identify your organisation in VITS you are required to enter your national registration number (TGA Code) in the text box provided.

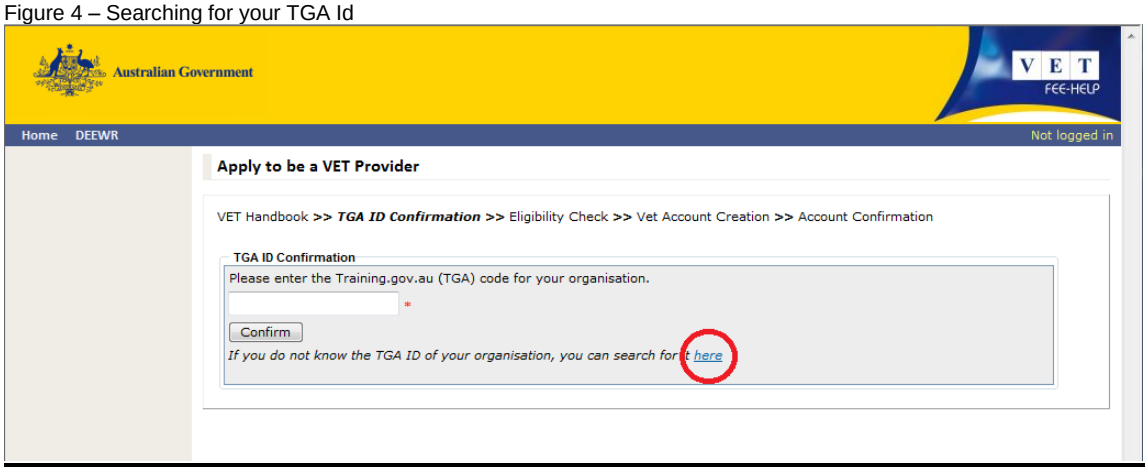
Select '**Confirm**' to continue

Figure 3 – TGA ID Confirmation screen


Australian Government
VET FEE-HELP
Home DIISRTE
Not logged in
Apply to be a VET Provider
VET Application Guide >> TGA ID Confirmation >> Eligibility Check >> Vet Account Creation >> Account Confirmation
TGA ID Confirmation
Please enter the Training.gov.au (TGA) code for your organisation.
Confirm
If you do not know the TGA ID of your organisation, you can search for it here

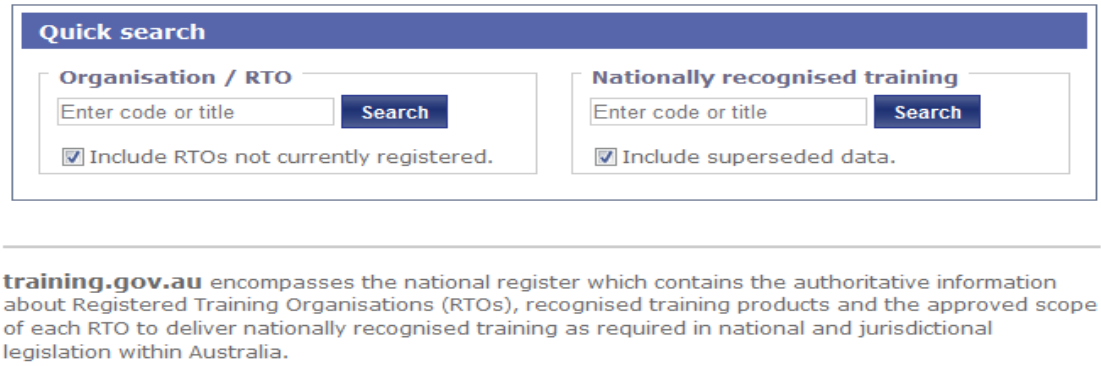
If you do not know your TGA code you can search for code by clicking on the hyperlink titled '***here***'. This link will direct you to the training.gov.au website.

Figure 4 – Searching for your TGA Id


Australian Government
VET
FEE-HELP
Home
DEEWR
Not logged in
Apply to be a VET Provider
VET Handbook >> TGA ID Confirmation >> Eligibility Check >> Vet Account Creation >> Account Confirmation
TGA ID Confirmation
Please enter the Training.gov.au (TGA) code for your organisation.
Confirm
If you do not know the TGA ID of your organisation, you can search for it here

On the TGA homepage, enter your organisation's legal entity name and select '**Search**'.

Figure 5 – TGA Id quick search


Quick search
Organisation / RTO
Enter code or title
Search
Include RTOs not currently registered.
Nationally recognised training
Enter code or title
Search
Include superseded data.
training.gov.au encompasses the national register which contains the authoritative information about Registered Training Organisations (RTOs), recognised training products and the approved scope of each RTO to deliver nationally recognised training as required in national and jurisdictional legislation within Australia.

On the search results, select your TGA registration number to view your organisations details and to confirm your TGA Id.

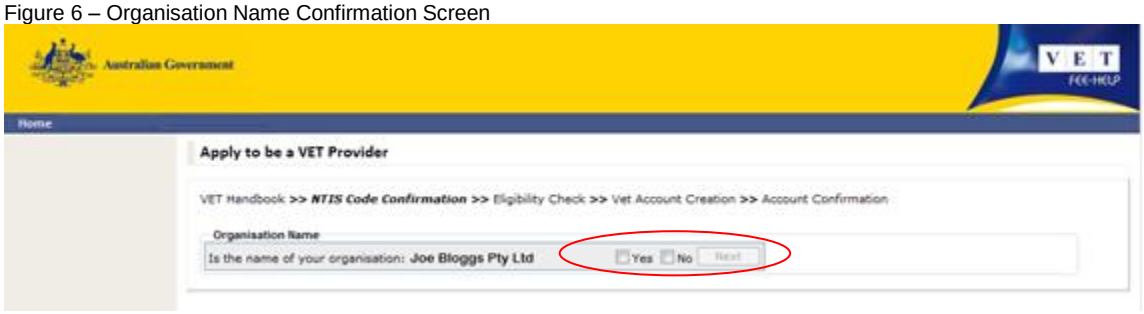
Return back to the VITS window, enter your TGA registration number in the field provided and select '**Confirm**' (see Figure 4).

If the TGA Id confirmation is successful, you will be asked to confirm the Legal name of your organisation.

If the legal name is correct, you should check the '**Yes**' box which will display the 'Next' button for you to continue with registering in VITS.

Select '**Next**' to continue.

Figure 6 – Organisation Name Confirmation Screen



If the legal name displayed is not your organisations legal name, you should select '**No**'.

VITS will redirect you back to the TGA Id Confirmation screen (see figure 3) where you can either re-enter your TGA code or search the Training.gov.au website.

VITS will then check to confirm the following:

- Your registration is current on TGA; and
- You have at least one current VFH eligible course on your scope

If both checks are confirmed, you will then be directed to the Initial Eligibility Check questions (see Section 2.3 below).

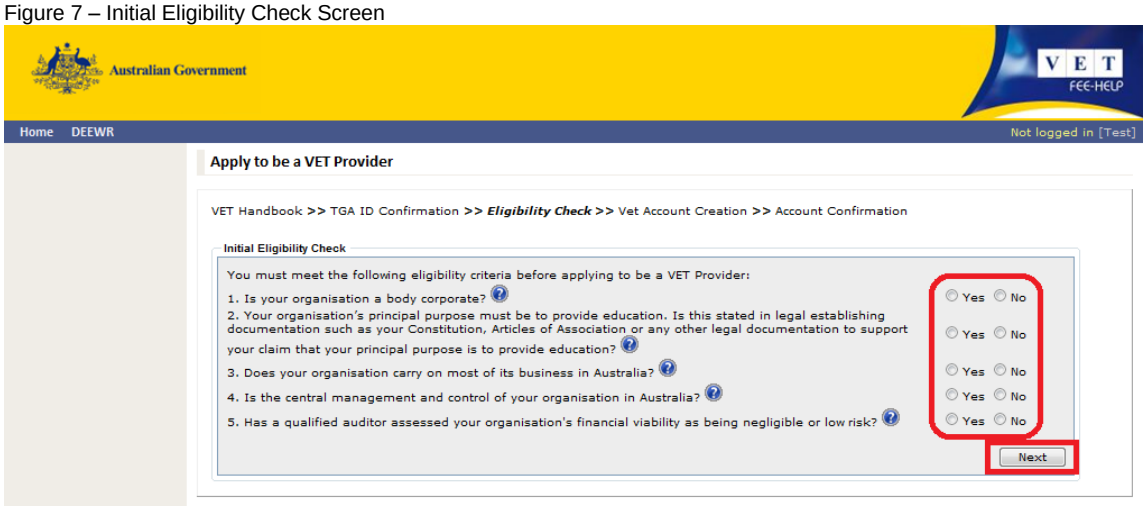
If either of the checks is not met, VITS will display one of the following error messages

Error Message	**Action**
TGA number does not exist	You organisation does not exist in TGA. If you believe your organisation is still eligible to apply, please contact the department – See contact details at end of Chapter 1.
An existing application already exists against that TGA code	Your organisation has previously registered in VITS and a username has already been created. You must log into VITS to commence another application using the username previously issued. If you cannot remember your username or password please contact the VITS IT Help Desk by emailing tsenquiries@innovation.gov.au
Your RTOs registration has expired in TGA	Your registration must be active in TGA before you can make an application. Contact your registering authority to confirm your registration is current. You will need to wait until your registration is reactivated on TGA before you can apply.
Your RTO does not, according to TGA, offer qualifications at the Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma Level	To be eligible to apply to become an approved VET provider, you organisation must offer at least one VFH eligible course. Refer to the VET FEE-HELP website for further information. Useful Publications – RTOs/Applicants

2.3 Initial Eligibility Check questions

The '**Initial Eligibility Check**' page contains five questions relating to your body corporate. Some of these requirements have changed. You must read and record your answers in VITS based upon the questions below. It is important that you have read the Application Guide and FVIA, which incorporate recent legislative changes.

Figure 7 – Initial Eligibility Check Screen


Australian Government
VET
FEE-HELP
Home
DEEWR
Not logged in [Test]
Apply to be a VET Provider
VET Handbook >> TGA ID Confirmation >> Eligibility Check >> Vet Account Creation >> Account Confirmation
Initial Eligibility Check
You must meet the following eligibility criteria before applying to be a VET Provider:
1. Is your organisation a body corporate?
2. Your organisation's principal purpose must be to provide education. Is this stated in legal establishing documentation such as your Constitution, Articles of Association or any other legal documentation to support your claim that your principal purpose is to provide education?
3. Does your organisation carry on most of its business in Australia?
4. Is the central management and control of your organisation in Australia?
5. Has a qualified auditor assessed your organisation's financial viability as being negligible or low risk?
Yes
No
Next

1. "Is your body a registered training organisation?" - Answer 'yes' or 'no'.

2. "Your principal purpose must be to provide education or any of the purposes do not conflict with providing education". – Answer 'yes' or 'no'.

3. "Does your organisation carry on business in Australia?" Answer 'yes' or 'no'.

4. "Is the central management and control of your body corporate in Australia?" Answer 'yes' or 'no'.

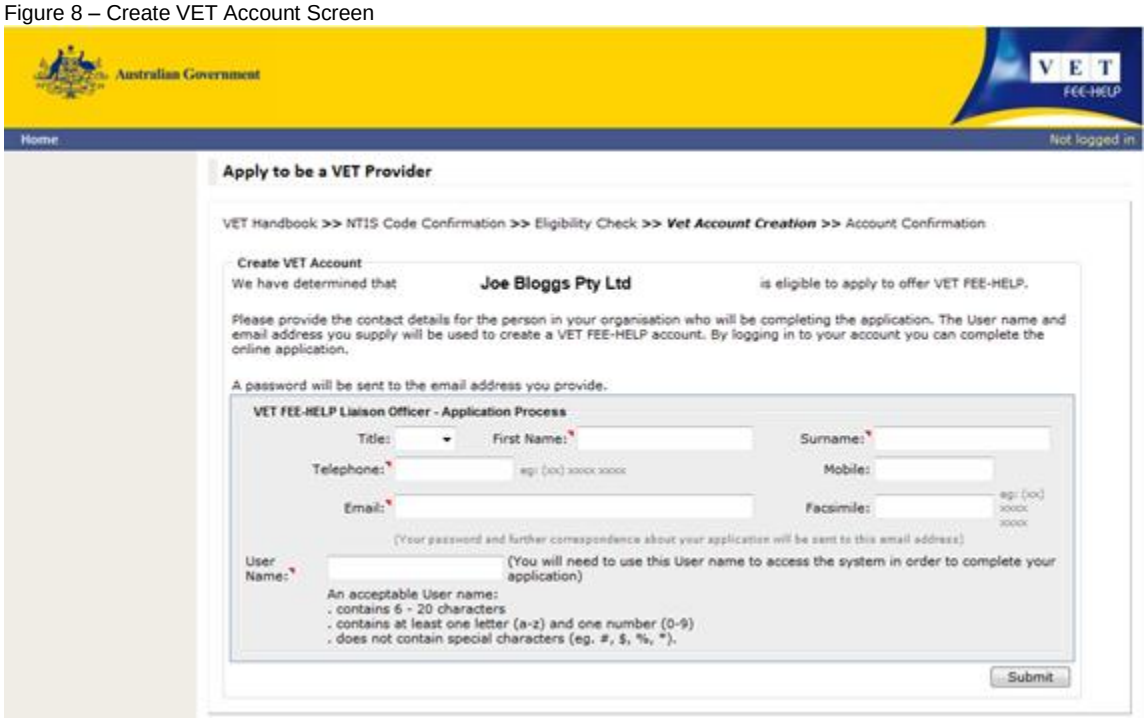
5. "Are you able to provide the necessary documentation as outlined in the Useful Publications – RTOs/Applicants?" Answer 'yes' or 'no'.

If you have selected '**Yes**' to all questions, select the '**Next**' button to navigate to the next screen.

Note: If you cannot answer 'Yes' to all the above questions, you will not be able to continue with your application.

The '**Create VET account**' page requests you to add details for the person who will be responsible for coordinating your organisation's VET FEE-HELP application, the '**primary contact officer**'.

Figure 8 – Create VET Account Screen


Australian Government
VET FEE-HELP
Home
Not logged in
Apply to be a VET Provider
VET Handbook >> NTIS Code Confirmation >> Eligibility Check >> Vet Account Creation >> Account Confirmation
Create VET Account
We have determined that
Joe Bloggs Pty Ltd
is eligible to apply to offer VET FEE-HELP.
Please provide the contact details for the person in your organisation who will be completing the application. The User name and email address you supply will be used to create a VET FEE-HELP account. By logging in to your account you can complete the online application.
A password will be sent to the email address you provide.
VET FEE-HELP Liaison Officer - Application Process
Title:
First Name:
Surname:
Telephone:
Mobile:
Email:
Facsimile:
User Name:
(You will need to use this User name to access the system in order to complete your application)
An acceptable User name:
. contains 6 - 20 characters
. contains at least one letter (a-z) and one number (0-9)
. does not contain special characters (eg. #, $, %, *).
Submit

Note: All fields with a red triangle" " are mandatory fields and must be completed.

During this step you will be required to create a valid '**User Name**'. When creating a User Name you need to adhere to the following rules.

An acceptable User Name:
- contains 6 – 20 characters;
- contains at least one letter (a-z) and one number (0-9); and
- does not contain special characters (e.g. #, $, %, ").

Note

It is recommended that you do not use a personalised email address, but rather use a generic *email address* that can be accessed by multiple staff members.

It is important that you ensure that the email address entered contains no typing errors as you cannot change your email address once you select 'Submit'.

Your organisation's User Name and temporary password will be emailed to this email address.

Only **one** User Name and password can be created per organisation.

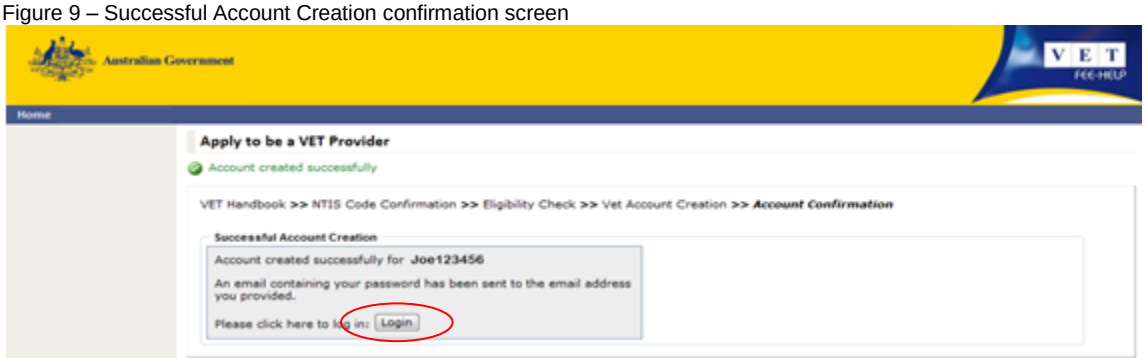
Once all details have been entered,

Select '**Submit**'.

An automatic email will be sent to your designated email address with your '**User Name**' and temporary '**Password**'. Use these details to log into your organisation's VITS account.

After you receive your temporary password, select the '**Login**' icon on the VITS homepage. You will then be returned to the VET FEE-HELP 'Home' page to login in with your temporary password.

Figure 9 – Successful Account Creation confirmation screen

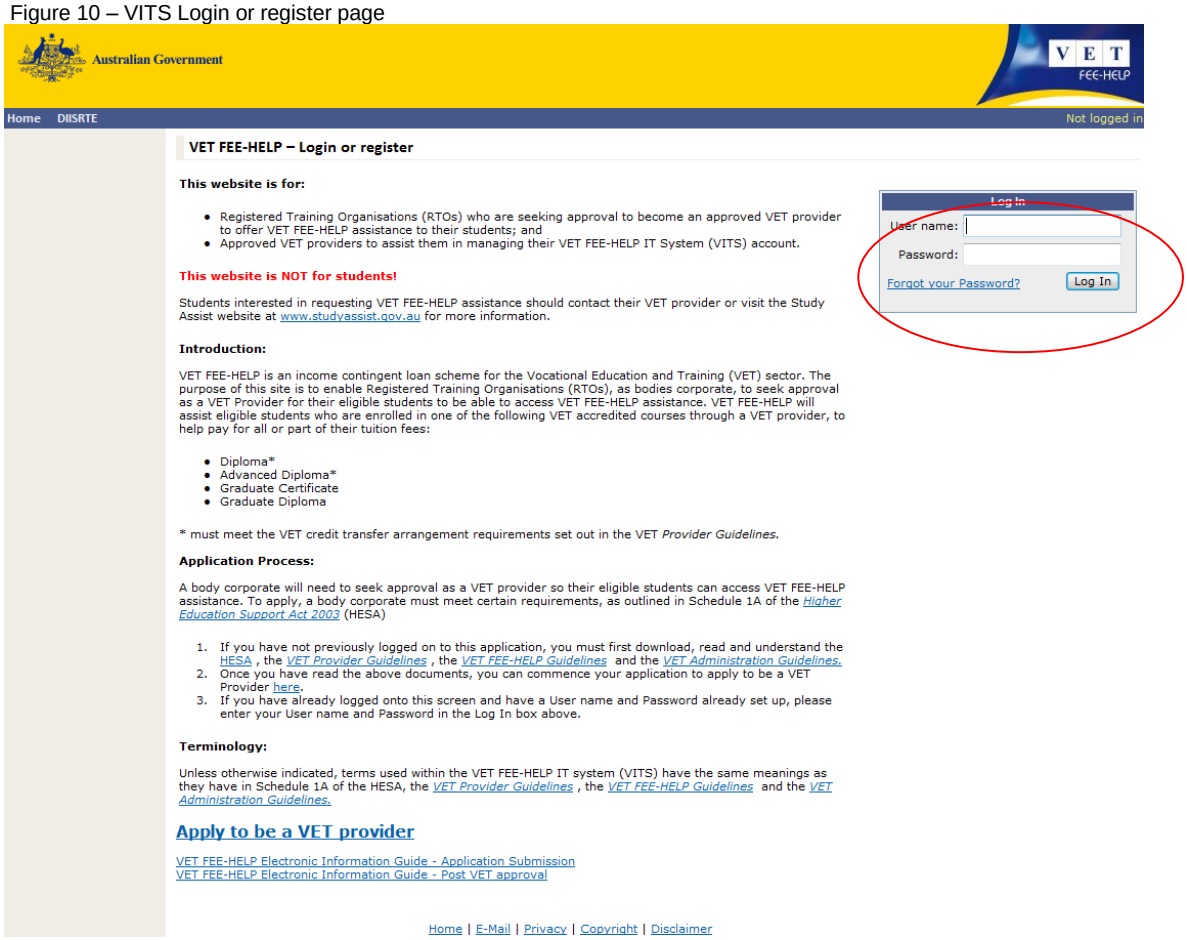

Australian Government
VET FEE-HELP
Home
Apply to be a VET Provider
Account created successfully
VET Handbook >> NTIS Code Confirmation >> Eligibility Check >> Vet Account Creation >> Account Confirmation
Successful Account Creation
Account created successfully for Joe123456
An email containing your password has been sent to the email address you provided.
Please click here to log in: Login

Note: If you do not receive an automatic email with your 'User Name' and 'Password' you may have entered your email address incorrectly. If you do not receive an email within 24 hours of submitting your VET account details, please contact the VET FEE-HELP help desk by sending an email to: tsenquiries@innovation.gov.au.

3. Logging into VITS

Enter your '**User Name**' and temporary '**Password**' in the '**Log In**' box, and select '**Log In**'. If you are a new user the temporary password will have been provided to you in an email sent to the designated email address of the '**primary contact officer**'.

Figure 10 – VITS Login or register page


Australian Government
VET FEE-HELP
Home
DIISRTE
Not logged in
VET FEE-HELP – Login or register
This website is for:
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Approved VET providers to assist them in managing their VET FEE-HELP IT System (VITS) account.
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Introduction:
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Apply to be a VET provider
VET FEE-HELP Electronic Information Guide - Application Submission
VET FEE-HELP Electronic Information Guide - Post VET approval
Home | E-Mail | Privacy | Copyright | Disclaimer
Log In
User name:
Password:
Forgot your Password?
Log In

New users will be directed to the '**Change Password**' screen where you will be prompted to personalise your password (see Section 9.3 – Change your password)

4. Application Submission Summary

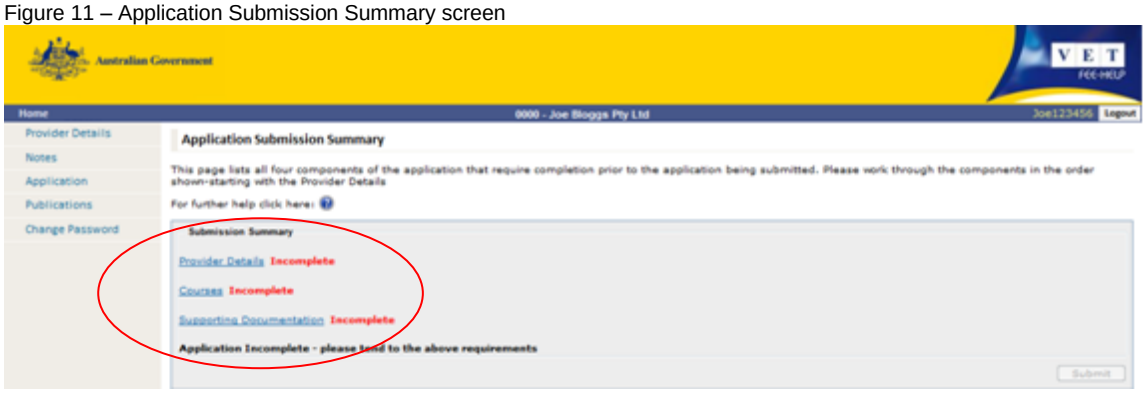
After you have successfully logged into VITS you will land on the '**Application Submission Summary**' page.

This page has three sections:

- Provider Details;
- Courses; and
- Supporting Documentation

Each section will default to 'Incomplete'. It is recommended that you complete each section as listed above.

Figure 11 – Application Submission Summary screen


Australian Government
VET FEE-HELP
Home
0000 - Joe Bloggs Pty Ltd
Joe123456
Logout
Provider Details
Notes
Application
Publications
Change Password
Application Submission Summary
This page lists all four components of the application that require completion prior to the application being submitted. Please work through the components in the order shown-starting with the Provider Details
For further help click here!
Submission Summary
Provider Details Incomplete
Courses Incomplete
Supporting Documentation Incomplete
Application Incomplete - please tend to the above requirements
Submit

5. Provider Details

When you select '**Provider Details**', you will note that there are **three** tabs on this page:

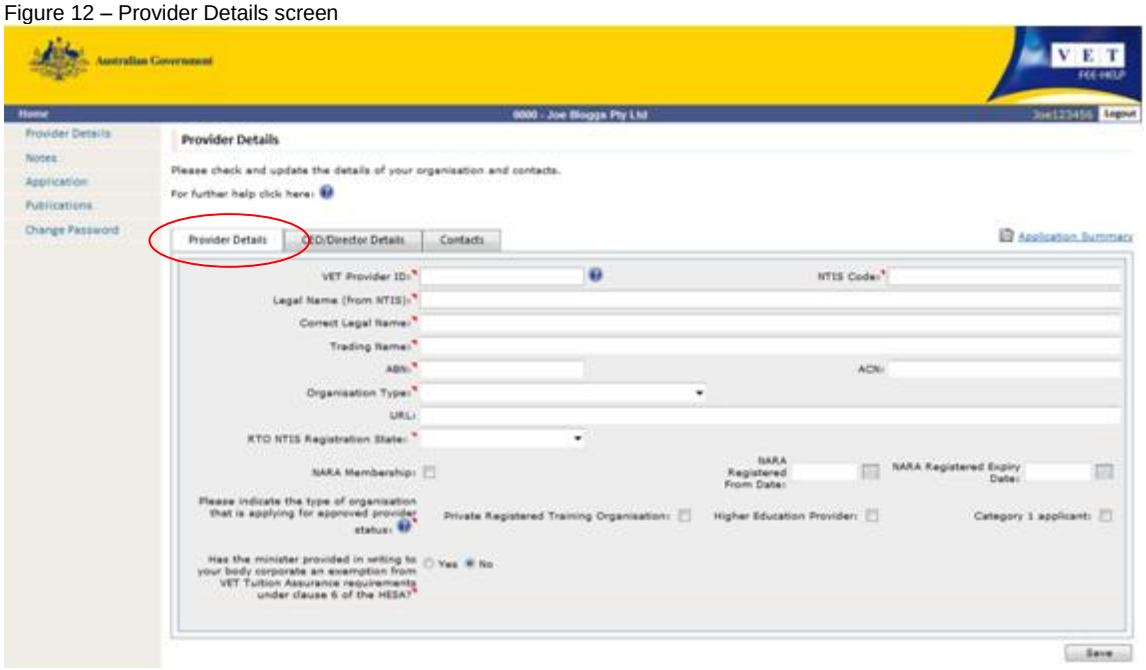
- Provider Details,
- CEO/Director Details, and
- Contacts.

All three tabs must be completed before you attempt to add any course details or upload documents in support of your application.

5.1 Provider Details tab

On the '**Provider Details**' tab you will be required to complete all mandatory fields that have not been pre-populated. Fields that have been pre-populated have been copied from your organisation's TGA record. If the details of your organisation are incorrect, you should update them.

Figure 12 – Provider Details screen



The following fields are displayed on the Provider Details Tab:

Field Name	Comments
VET Provider Id	This Id is auto generated when you first register in VITS. **Note:** If your organisation is also a Higher Education Provider, this Id will be updated to your current HEP Code after you lodge your application with the Department.
TGA Id	This Id is linked to your record on TGA
Legal Name (from TGA)	This is downloaded from Training.gov.au website.
Correct Legal Name	This initially defaults to the Legal name downloaded from TGA. If the Legal Name (from TGA) is incorrect, you

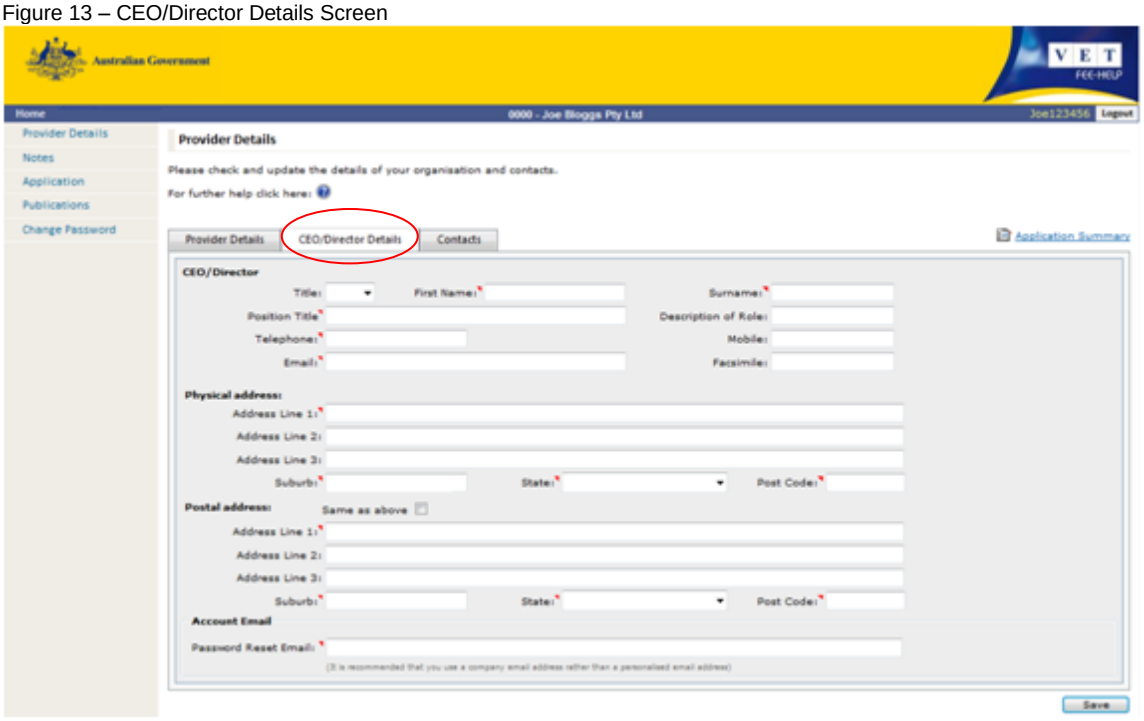
Field Name	Comments
	should update it and provide proof of your correct legal name. When your application is submitted to the Department, the Legal Name (from TGA) will be corrected.
Trading name	If your organisation operates under more than one trading name, please include them all.
ABN	This is populated from TGA (where provided). If it is blank or incorrect, please update.
ACN	As per ABN
Organisation Type	(Select from); • Company • Entity incorporated directly under Commonwealth • Entity incorporated directly under State/Territory • Entity created under a charter • Incorporated association • Other
URL	As per ABN
RTO TGA Registration State	This is your Head Office state/territory
NARA Membership	*NARA ceased providing audit and registration services for RTOs from 1 July 2011. The reference to NARA on the Provider Details page will be removed in a future VITS update.* **FIELD NOT IN USE – do not use**
Please indicate the type of organisation that is applying for approved provider status	You may select either or both of the following fields • Private Register Training Organisation; or • Higher Education Provider **Note:** Category 1 applicant field is not in use
Has the minister provided in writing to your body corporate an exemption from VET Tuition Assurance requirements under clause 6 of HESA	Question defaults to 'No' and should only be updated to 'Yes' where the minister has provided in writing an exemption from VET Tuition Assurance.

5.2 CEO/Director Details

Once you have completed the '**Provider Details**' tab, select the next tab '**CEO/Director Details**'.

Please complete all mandatory fields.

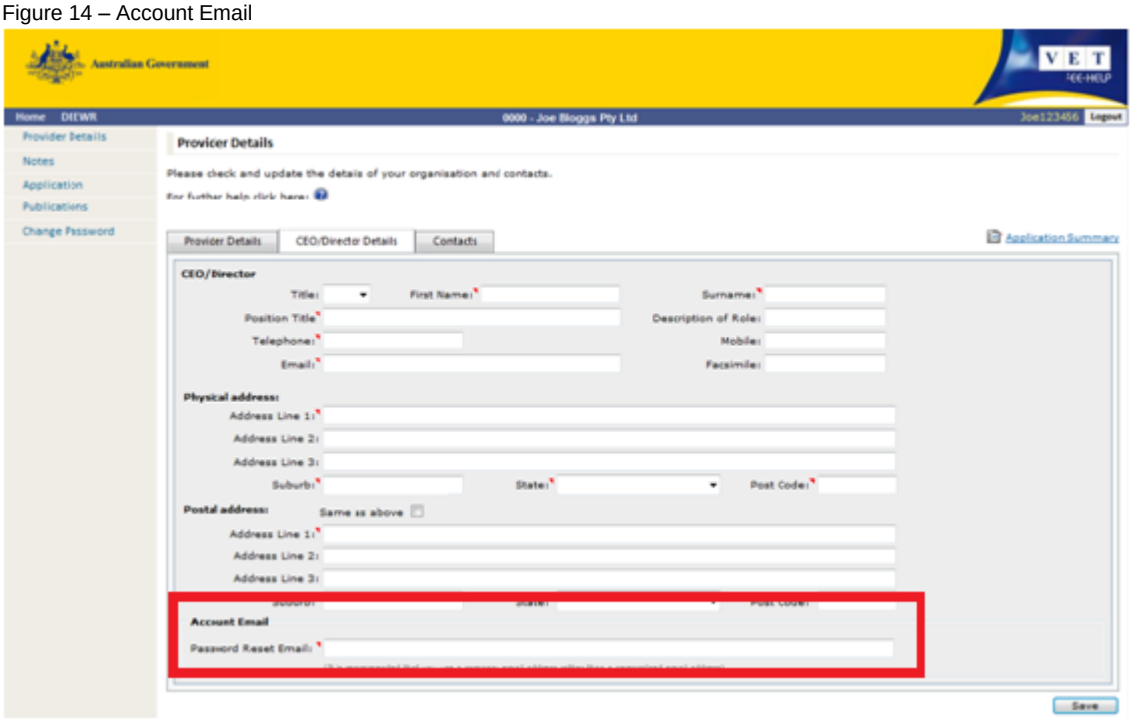
Figure 13 – CEO/Director Details Screen



5.2.1 Account Email

The account email is the email address that all temporary passwords is sent to.

Figure 14 – Account Email



Whenever you reset your password, a temporary password will be sent to the email address listed here.

It is recommended that you use a generic email address for your organisation and not a personal email address.

It is important that this email address is kept up to date.

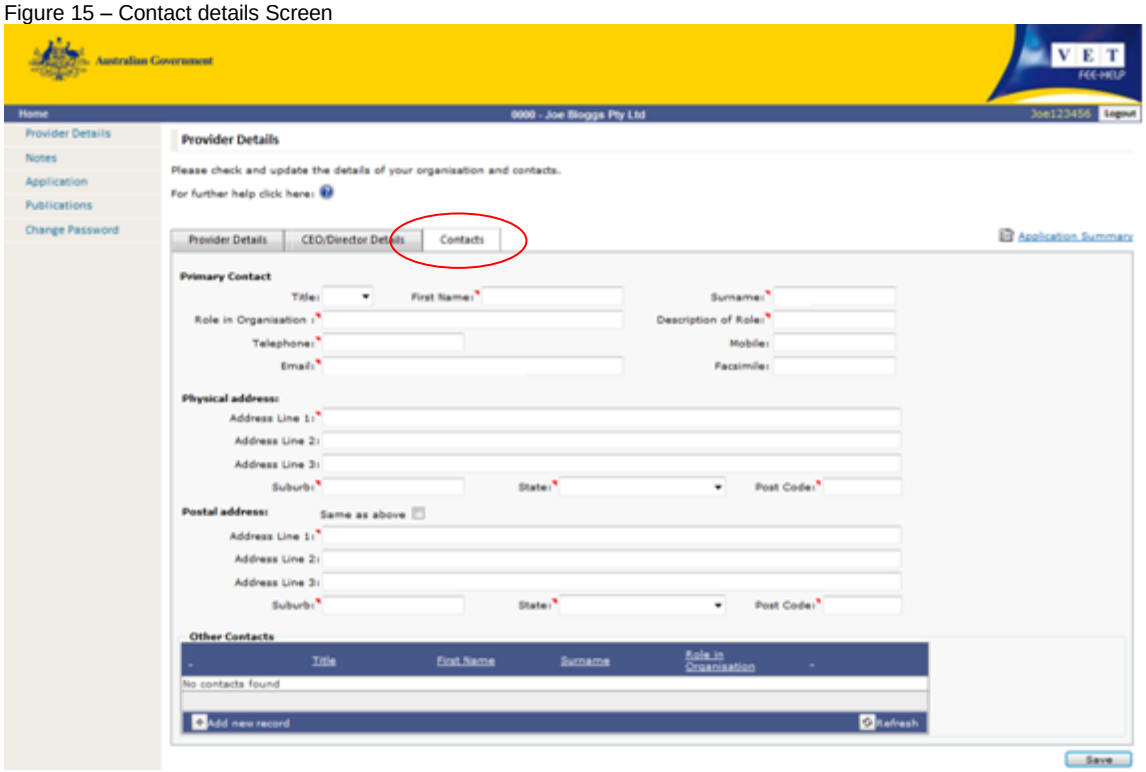
Once you have completed the '**CEO/Director Details**' tab then select the '**Contacts**' tab.

5.3 Contacts tab

The '**Contacts**' tab consists of two sections.

- The '**Primary Contact**' officer; and
- '**Other Contacts**'

Figure 15 – Contact details Screen

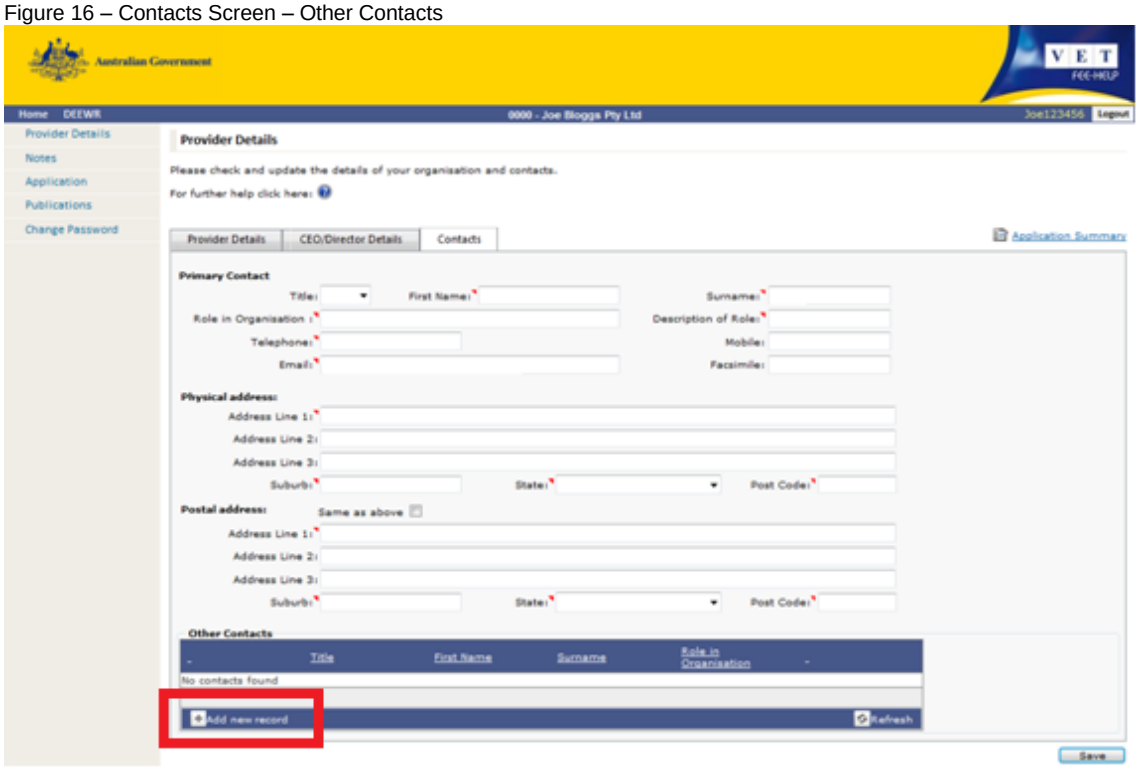


The '**Primary Contact**' officer's information is a mandatory section that must be completed.

You should ensure that the primary contact officer details are kept up to date.

The '**Other Contacts**' tab may be used to add up to 8 other contacts for your organisation where you wish the department to contact a specific person such as financial officer, student review officer etc.

Figure 16 – Contacts Screen – Other Contacts



To add another contact, select the '**add new record**' button and complete all fields then save the details.

If completed correctly, the '**Provider Details**' section on the '**Application Submission Summary**' screen will have been updated to 'Complete'.

6. Courses

Select the '**Courses**' tab, either by navigating back to the '**Application Summary**' screen or by selecting the side menu bar on the VITS window '**Application**' then '**Courses**'.

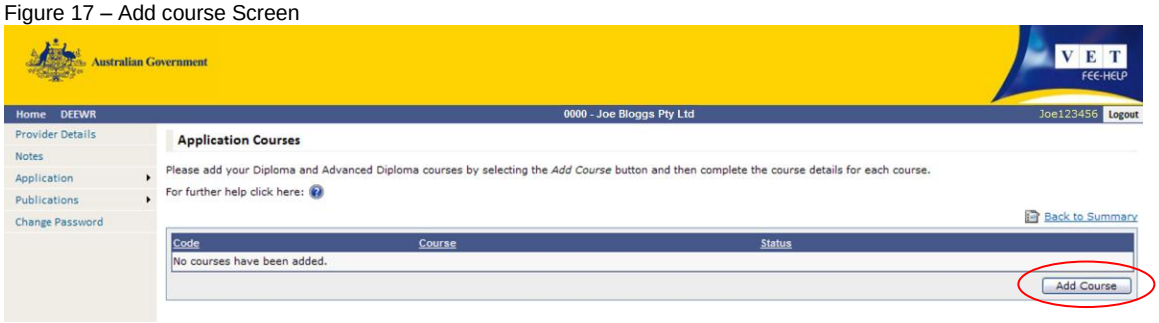
The '**Application Courses**' page requires you to input information against all VET courses of study you provide, or intend to provide, listed on your scope of registration on the National Register. For the purposes of the VET FEE-HELP scheme a VET course of study is a course that leads to the award of a:

- VET diploma;
- VET advanced diploma;
- VET graduate diploma; or
- VET graduate certificate

6.1 Add Course

Applicant's wishing to add Diploma or Advance Diploma courses must use the 'Add Course' screen.

Figure 17 – Add course Screen



Select the '**Add Course**' button to display a list of all courses currently active on your organisations scope of delivery.

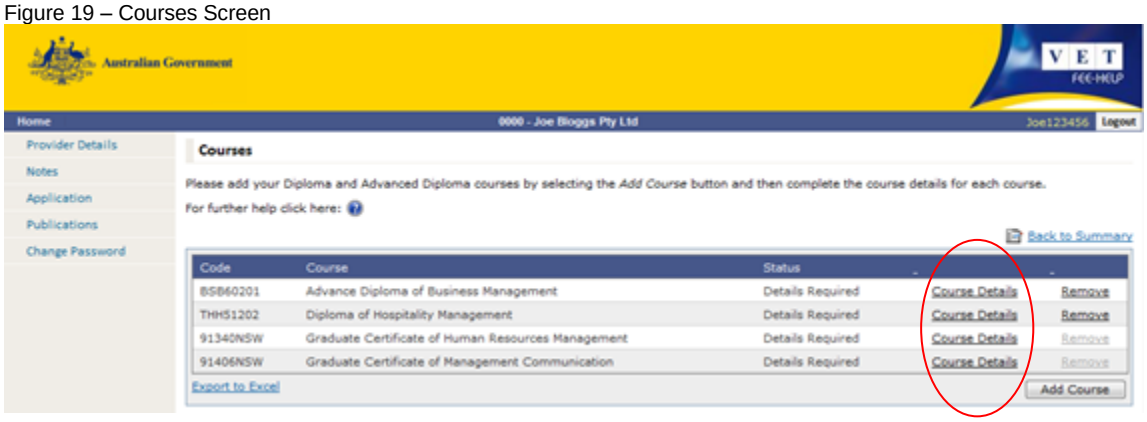
Figure 18 – Add Course Screen – select course(s) to add to scope in VITS

After selecting the '**Add Courses**' button, select the VET courses of study you provide, or intend to provide, then select the '**Apply**' button.

6.2 Add course details

After selecting '**Apply**' you will be directed back to the '**Courses**' screen where the full list of courses you have selected for your VET FEE-HELP application will be displayed.

Figure 19 – Courses Screen



Select the '**Course Details**' hyperlink listed against each course to add further course information.

If a Diploma or Advanced Diploma course has been incorrectly selected, click on the '**Remove**' hyperlink to remove the particular course from the list.

Note: If a course that you have on your scope of registration on TGA is not displayed please contact the Department via tsenquiries@innovation.gov.au.

Please include the following information in your email

- TGA Course Code
- TGA Course Name
- Confirmation from your registration authority that the is currently on your scope of registration

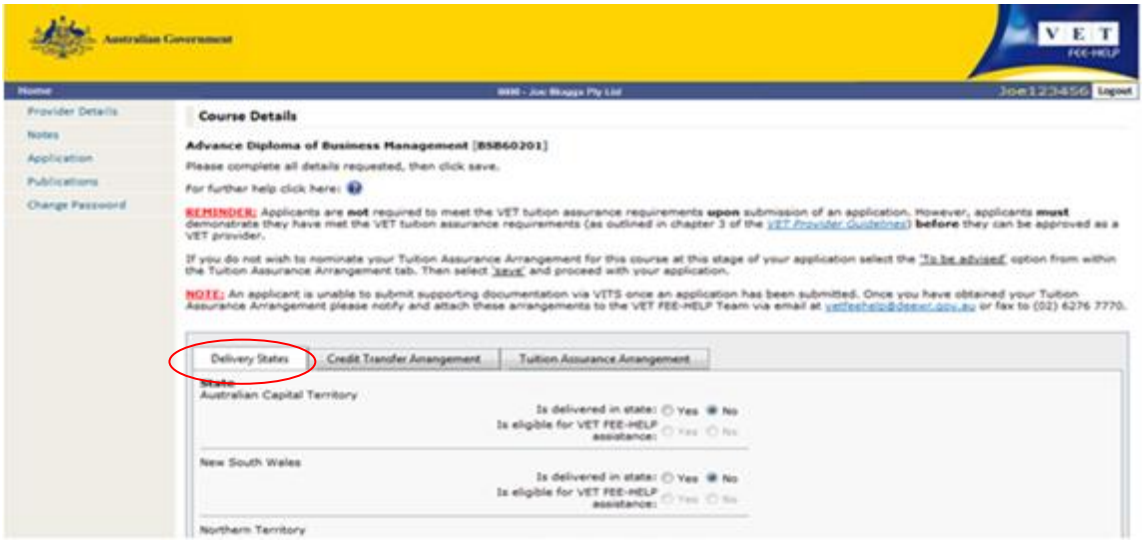
The department will then add the course to your scope.

6.2.1 Delivery States tab

For each course, applicants must indicate in which State/Territory the course is being delivered.

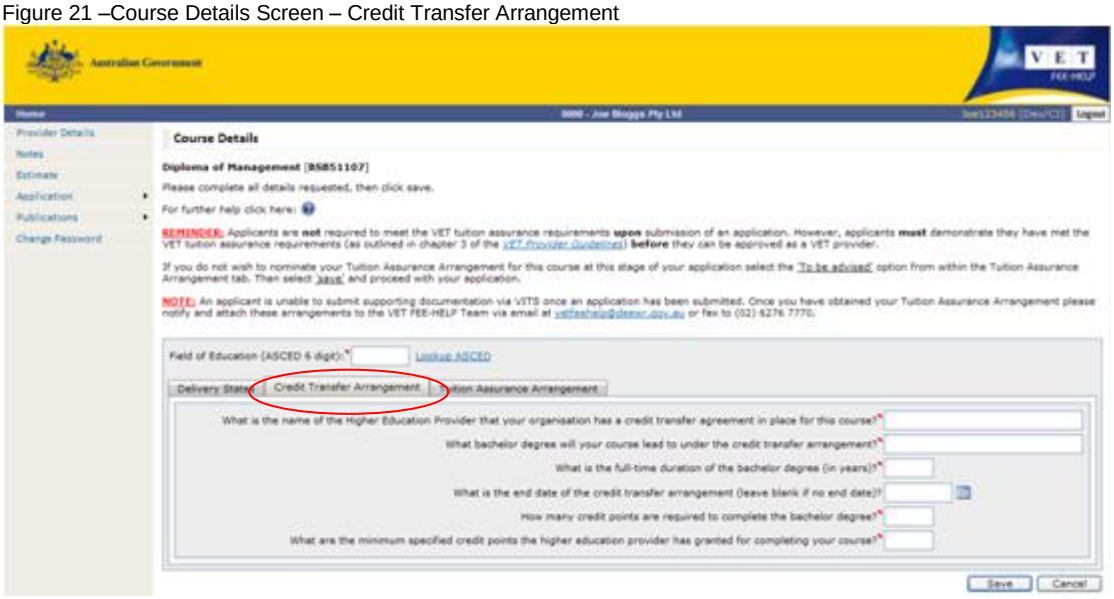
Select the States and/or Territories that you have scope to deliver these courses in. To ensure that you select the correct States and Territories which you have scope to deliver in, we recommend that you check your organisation's 'scope of delivery' on TGA. Select the attached hyperlink to open a new window on the TGA website.

Figure 20 – Course Details Screen – Delivery States



6.2.2 Credit Transfer Arrangement (CTA) tab

Figure 21 –Course Details Screen – Credit Transfer Arrangement


Australian Government
VET
FEE-HELP
Home
Logout
Provider Details
Notes
Estimate
Application
Publications
Change Password
Course Details
Diploma of Management [BSB51107]
Please complete all details requested, then click save.
For further help click here:
REMINDER: Applicants are not required to meet the VET tuition assurance requirements upon submission of an application. However, applicants must demonstrate they have met the VET tuition assurance requirements (as outlined in chapter 3 of the VET Provider Guidelines) before they can be approved as a VET provider.
If you do not wish to nominate your Tuition Assurance Arrangement for this course at this stage of your application select the 'To be advised' option from within the Tuition Assurance Arrangement tab. Then select 'save' and proceed with your application.
NOTE: An applicant is unable to submit supporting documentation via VITS once an application has been submitted. Once you have obtained your Tuition Assurance Arrangement please notify and attach these arrangements to the VET FEE-HELP Team via email at vetfeehelp@deewr.gov.au or fax to (02) 6276 7770.
Field of Education (ASCED 6 digit):*
Lookup ASCED
Delivery Stats
Credit Transfer Arrangement
Tuition Assurance Arrangement
What is the name of the Higher Education Provider that your organisation has a credit transfer agreement in place for this course?*
What bachelor degree will your course lead to under the credit transfer arrangement?*
What is the full-time duration of the bachelor degree (in years)?*
What is the end date of the credit transfer arrangement (leave blank if no end date)?
How many credit points are required to complete the bachelor degree?*
What are the minimum specified credit points the higher education provider has granted for completing your course?*
Save
Cancel

To be approved to offer VET FEE-HELP to students, registered training organisations (RTOs) must satisfy a range of requirements under the *Higher Education Support Act 2003*. One of those requirements previously in place related to the requirement to have credit transfer arrangements (CTAs) for each VET diploma and advanced diploma course, specifying an arrangement with a higher education provider to offer a guaranteed level of credit towards a higher education bachelor degree.

While the Government highly values learning pathways in education, the credit transfer requirement has been identified as a barrier to participation in VET FEE-HELP, and agreement for its removal was reached between the Commonwealth and States and Territories at the Council of Australian Governments (COAG) meeting on 13 April 2012.

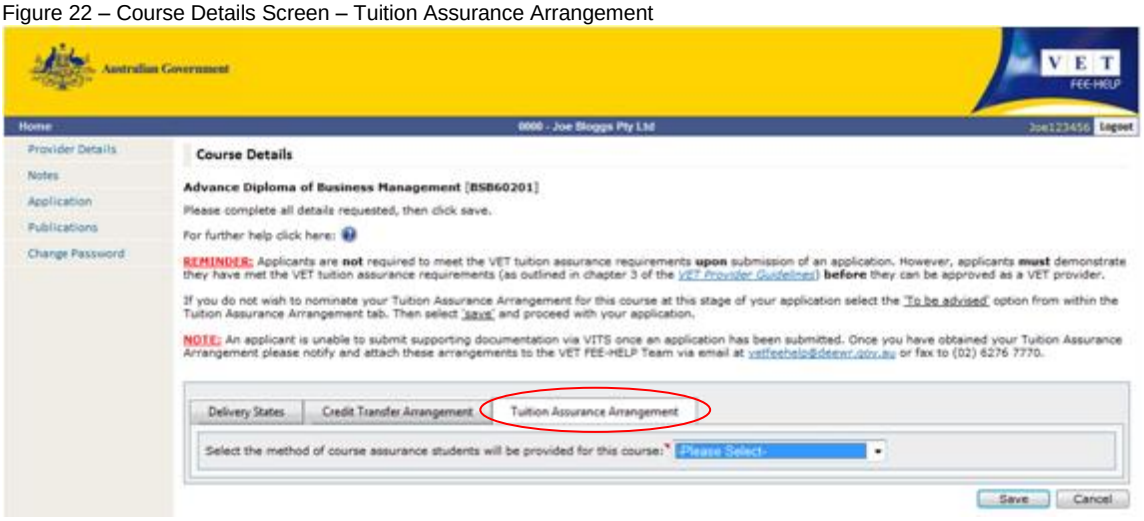
This means that VET diploma and advanced diploma courses with unit census dates after 1 January 2013 will no longer require CTAs. For more information please refer to the VET FEE-HELP website or the Application Guide.

6.2.3 Tuition Assurance Arrangement (TAA) tab

In the **TAA** tab you are required to nominate what type of Tuition Assurance Arrangement you have in place for the associated course.

For further information and assistance about TAA requirements please refer to chapter 7, paragraph 7.3 of the Application Guide.

Figure 22 – Course Details Screen – Tuition Assurance Arrangement


Australian Government
VET FEE-HELP
Home
0000 - Joe Bloggs Pty Ltd
Joe123456
Logout
Provider Details
Notes
Application
Publications
Change Password
Course Details
Advance Diploma of Business Management [BSB60201]
Please complete all details requested, then click save.
For further help click here:
REMINDER: Applicants are not required to meet the VET tuition assurance requirements upon submission of an application. However, applicants must demonstrate they have met the VET tuition assurance requirements (as outlined in chapter 3 of the VET Provider Guidelines) before they can be approved as a VET provider.
If you do not wish to nominate your Tuition Assurance Arrangement for this course at this stage of your application select the 'To be advised' option from within the Tuition Assurance Arrangement tab. Then select 'save' and proceed with your application.
NOTE: An applicant is unable to submit supporting documentation via VITS once an application has been submitted. Once you have obtained your Tuition Assurance Arrangement please notify and attach these arrangements to the VET FEE-HELP Team via email at vetfeehelp@deewr.gov.au or fax to (02) 6276 7770.
Delivery States
Credit Transfer Arrangement
Tuition Assurance Arrangement
Select the method of course assurance students will be provided for this course:
-Please Select-
Save
Cancel

There are four available selections:

- Agreement for course assurance,
- Guarantee by a legal entity,
- Tuition Assurance Scheme, and
- To be advised.

The option of '**To be advised**' has been made available to allow you to submit your VET FEE-HELP application without having supplied your VET TAA requirements at this stage. However, your organisation must demonstrate that you have met the VET TAA requirements (as outlined in Chapter 3 of the *VET Guidelines)* by providing DIISRTE with these supporting documents before you can be approved as a VET provider.

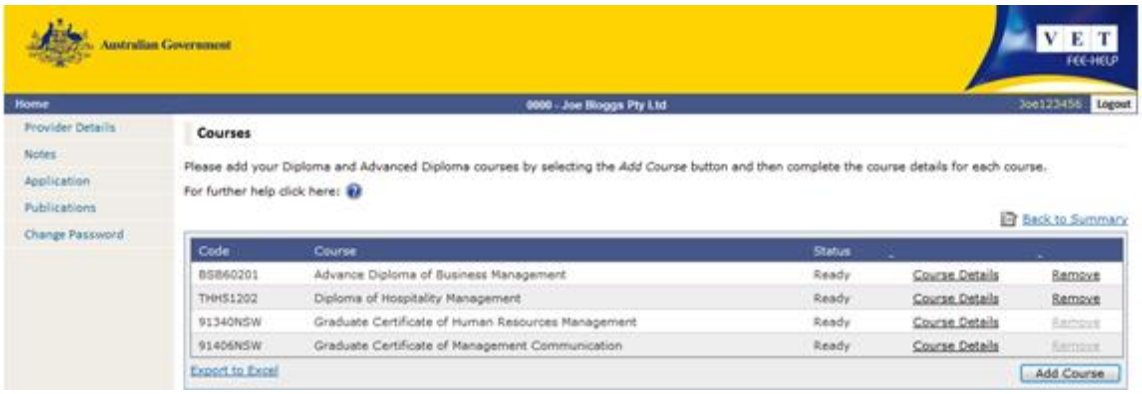
Note: You are unable to submit any supporting documentation via VITS once an application has been submitted. Once you have obtained your VET TAAs please attach these arrangements and email them to the Application Management Unit at tsenquiries@innovation.gov.au or fax to (02) 6290 8997. A DIISRTE officer will upload these documents against your application in VITS on your behalf.

Once you have selected your **TAA** option and completed any associated questions select '**Save**'.

If all the information regarding course details has been accepted, the following message Processed Successfully. will appear at the top of the screen.

Navigate back to the '**Courses**' screen by selecting '**Application**', then '**Courses**' option in the left hand menu on the VITS screen. You will now note that the '**Ready**' status has appeared against that specific course you have completed course details for.

Figure 23 – Courses Screen



Complete this action for all courses eligible for VET FEE-HELP assistance.

7. Supporting Documentation

Return to the side menu and select '**Application**', then '**Supporting Documentation**'.

The '**Supporting Documentation**' section requires you to attach documents in VITS to support your application to become an approved VET provider.

This section consists of five components:

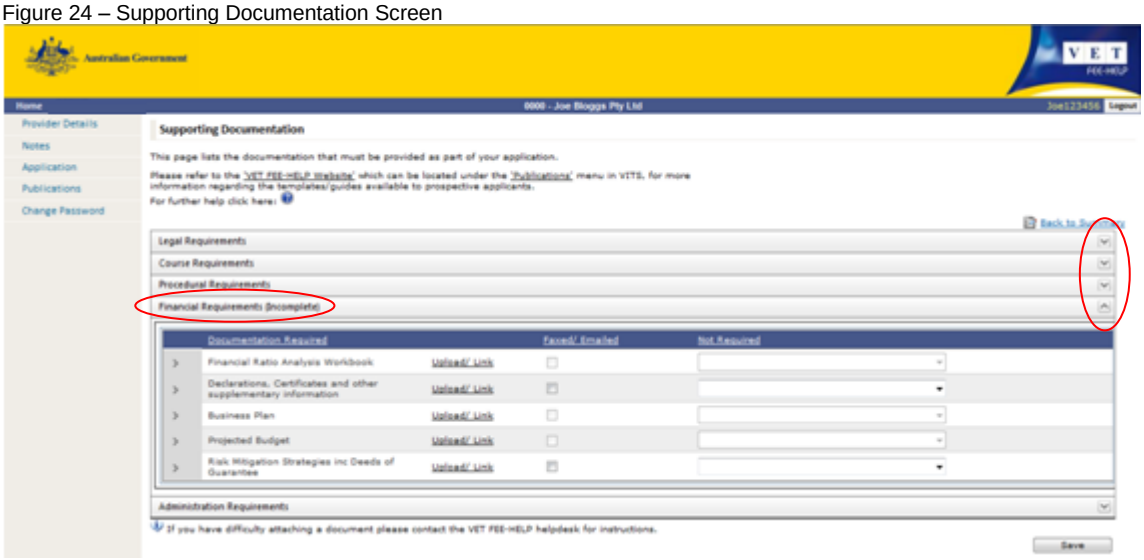
- Legal Requirements,
- Course Requirements,
- Procedural Requirements,
- Financial Requirements, and
- Administration Requirements.

All five components refer to Chapters identified in the Application Guide.

Note: if you have not already done so, you should read the Application Guide and FVIA before proceeding.

In order to add supporting documentation in VITS you must select the drop down arrow for each component requirement. For example, in the screenshot below '**Financial Requirements**' have been selected.

Figure 24 – Supporting Documentation Screen

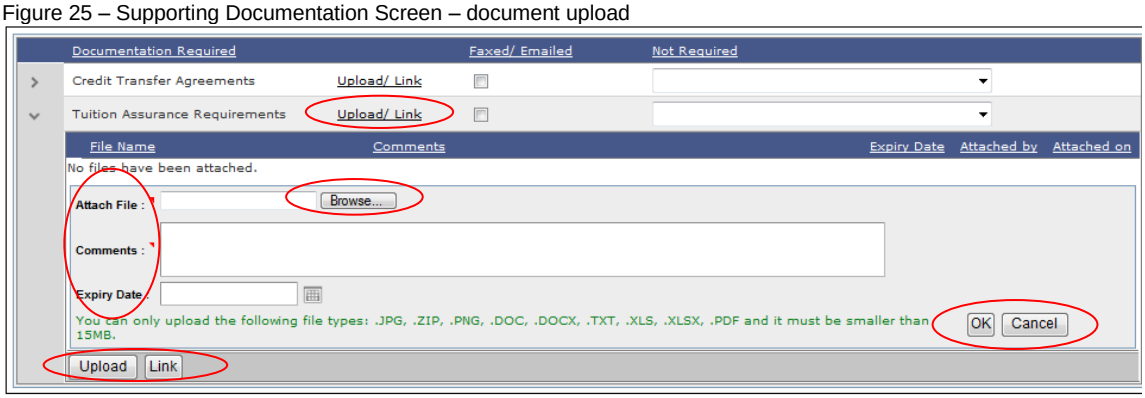

Australian Government
VET
FEE-HELP
Home
Provider Details
Notes
Application
Publications
Change Password
Supporting Documentation
This page lists the documentation that must be provided as part of your application.
Please refer to the 'VET FEE-HELP Website' which can be located under the 'Publications' menu in VITS, for more information regarding the templates/guides available to prospective applicants.
For further help click here:
Legal Requirements
Course Requirements
Procedural Requirements
Financial Requirements (Incomplete)
Documentation Required
Faxed/ Emailed
Not Required
Financial Ratio Analysis Workbook
Declarations, Certificates and other supplementary information
Business Plan
Projected Budget
Risk Mitigation Strategies inc Deeds of Guarantee
Upload/ Link
Administration Requirements
If you have difficulty attaching a document please contact the VET FEE-HELP helpdesk for instructions.
Save

7.1 Uploading a document

Each component will have a list of documentation that is required to be uploaded. To upload documents, select the '**Upload/Link**' text against a requirement and select the '**Upload**' button. Select the '**Browse**' button to find the document you wish to upload. Once you have found the document you wish to upload select the document and click on the '**Open**' button. You must then select the '**OK**' button to upload the document.

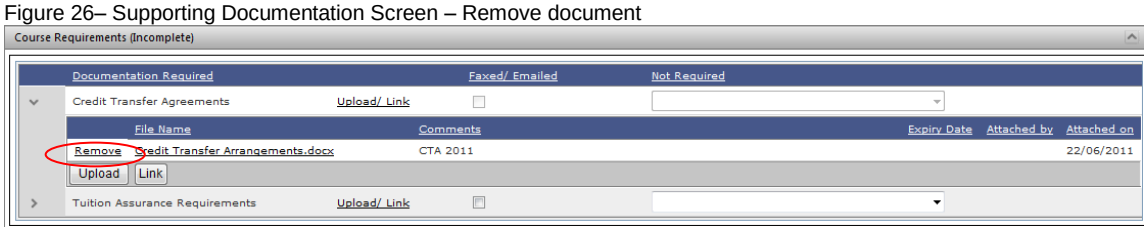
Note: that the size of any document uploaded must be less than 15MB in total. If you have a document greater than 15MB you must split the document into two where no document is greater than 15MB.

Figure 25 – Supporting Documentation Screen – document upload



To remove a document that you have accidently uploaded, select the '**Remove**' link located on the left of the documents file name. See below.

Figure 26– Supporting Documentation Screen – Remove document



You are also required to make a '**Comment**' against the document that you have uploaded. Select '**OK**' to save the comment against the document you have uploaded.

If applicable, add an expiry date to the document. Select '**OK**' to save the comment against the document you have uploaded.

You may also wish to use the '**Link**' functionality that enables you to link any document you have uploaded with another document requirement, thus removing the need to upload the same document more than once. For example, your completed *General Information and Legal Status* document may meet several requirements required in your application in VITS.

7.2 Linking a document

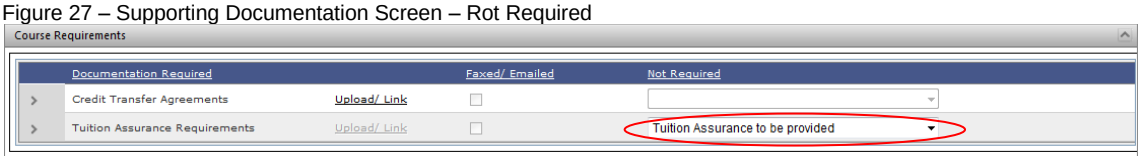
To '**Link**' a document select the '**Upload/Link**', then select the '**Link**' button. You will then be able to select any of the documents you have already uploaded in VITS. Once you select what document you want to link to another document requirement, select '**OK**' to save the linked document.

7.3 Document not required

If a document is '**Not Required**' select the text box in the line item below the column title '**Not Required**' and select one of the following explanations as to why this document is not necessary to be provided in your application:

- Category 1 applicant,
- Higher Education Provider applicant,
- Tuition Assurance to be provided,
- Tuition Assurance exempt, or
- Not required

Figure 27 – Supporting Documentation Screen – Rot Required



Note: If you **fax** or **email** a document to DIISRTE you must select the tick box against that document requirement and notify VET FEE-HELP of this action via tsenquiries@innovation.gov.au. If you indicate in VITS by ticking the faxed/emailed box against a specific document requirement you will not be able to submit your application until DIISRTE has acknowledged these documents.

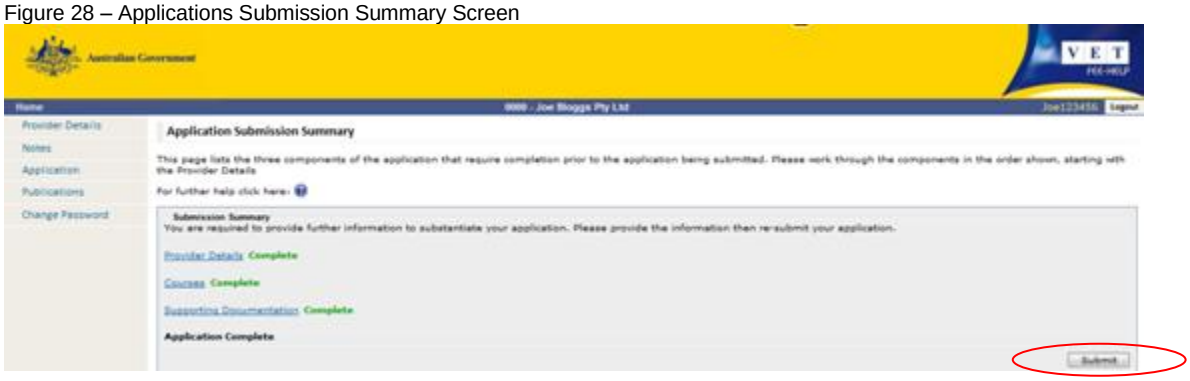
Continue to '**Upload**' all supporting documentation against your application.

Further, once all documents have been uploaded against all components in the '**Supporting Documentation**' page, the status on the '**Application Submission Summary**' page will display all categories as '**Complete'**.

8. Submitting your application

In order to submit your application in VITS, return to the side menu and select '**Application**', then '**Summary**'. If all sections have been completed successfully you will note that the message '**Complete**' will be against all three section requirements.

Figure 28 – Applications Submission Summary Screen

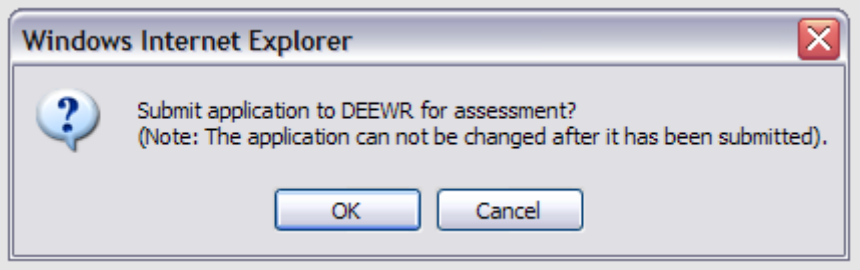


If all requirements have been met, you will be able to select the '**Submit**' button at the bottom right hand corner of the page.

Once the '**Submit**' button has been selected, a warning message will display confirming if you wish to submit your application.

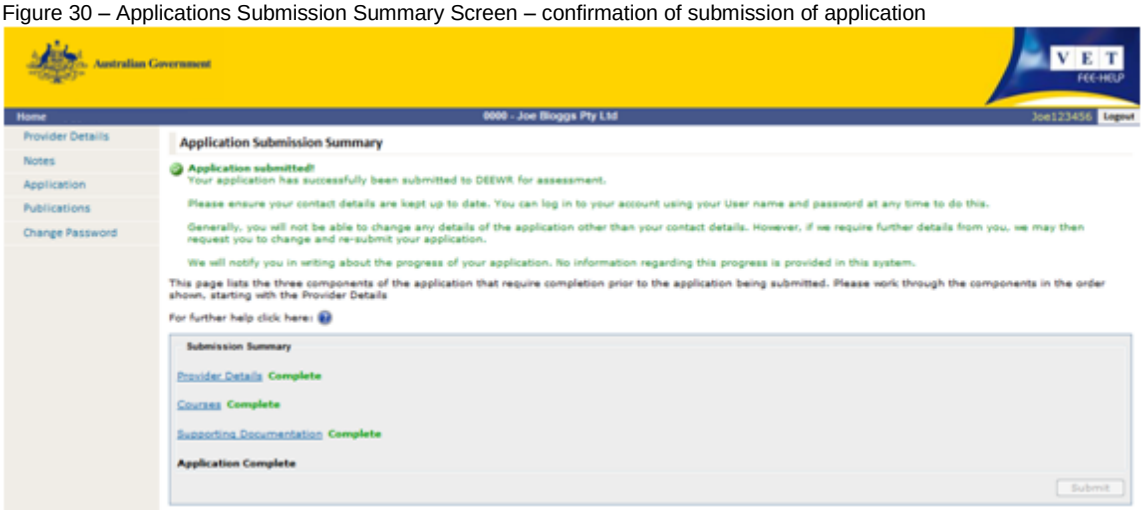
Select '**OK**' to confirm the submission of your organisation's VET FEE-HELP application

Figure 29 – Applications Submission Summary Screen – DEEWR confirmation


Windows Internet Explorer
Submit application to DEEWR for assessment?
(Note: The application can not be changed after it has been submitted).
OK
Cancel

After submitting your VET FEE-HELP application, a message will appear at the top of the '**Application Submission Summary**' page confirming that the application has been submitted to DIISRTE.

Figure 30 – Applications Submission Summary Screen – confirmation of submission of application


Australian Government
VET FEE-HELP
Home
0000 - Joe Bloggs Pty Ltd
Joe123456
Logout
Provider Details
Notes
Application
Publications
Change Password
Application Submission Summary
Application submitted!
Your application has successfully been submitted to DEEWR for assessment.
Please ensure your contact details are kept up to date. You can log in to your account using your User name and password at any time to do this.
Generally, you will not be able to change any details of the application other than your contact details. However, if we require further details from you, we may then request you to change and re-submit your application.
We will notify you in writing about the progress of your application. No information regarding this progress is provided in this system.
This page lists the three components of the application that require completion prior to the application being submitted. Please work through the components in the order shown, starting with the Provider Details
For further help click here:
Submission Summary
Provider Details Complete
Courses Complete
Supporting Documentation Complete
Application Complete
Submit

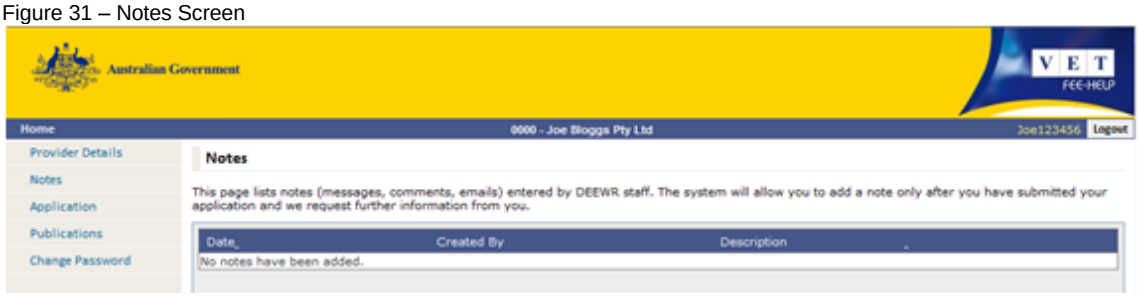
Note: You will not be able to change any details of your application other than your '**provider contact details**' after you have submitted your application.

9. VITS Additional extras

9.1 Notes

The '**Notes**' menu is a communication tool for DIISRTE users to communicate with applicants. Providers cannot initiate a '**Note**' as they can only respond to a DIISRTE initiated '**Note**'.

Figure 31 – Notes Screen



9.2 Publications

All VET FEE-HELP publications are listed under the '**Publications**' menu and can be accessed at any time during the application process.

Note: All publications will link to the VET FEE-HELP '**useful publications**' webpage where you will then be required to select the required document.

9.3 Change your Password

Should your password need to be changed at any stage, select the '**Change Password**' option on the left hand menu.

Note: A VITS password will expire after 90 days. It is advisable that you select the '**Change Password**' functionality in VITS and create a new password with change of personnel within the organisation.

VITS will require you to enter your current password, followed by a new password which will need to be confirmed. When creating your new password you need to note the following rules.

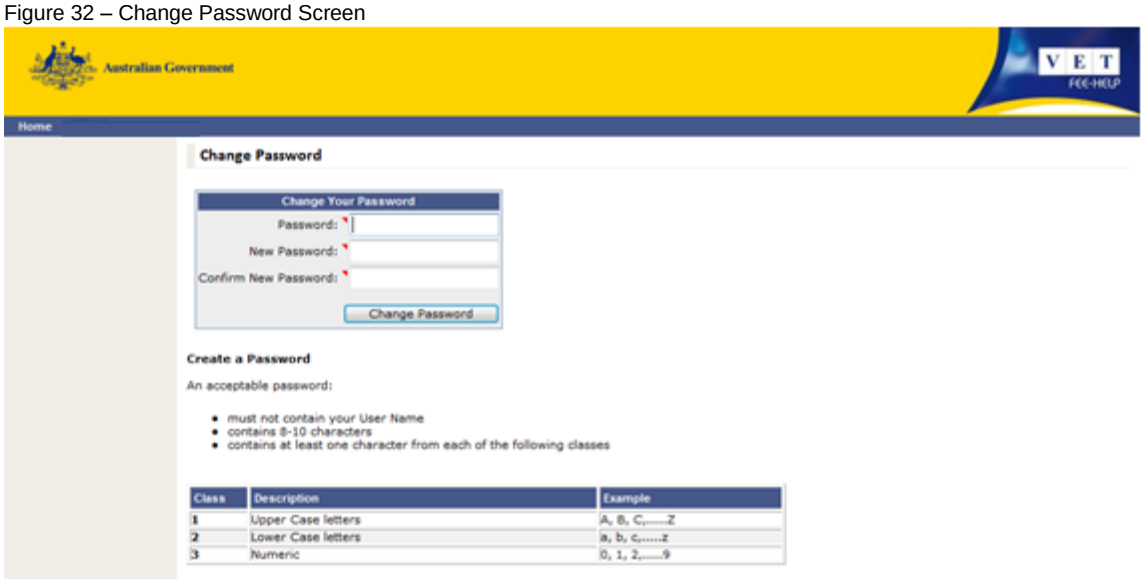
An acceptable password, as listed on the screen below,

- Must not contain your Username
- Contains 8 – 10 characters
- Contains at least one character from each of the following classes on the VITS screen or illustrated in screenshot below

(e.g. Smarties1)

Note: It is recommended that your new password does not contain text that is similar to your previous password.

Figure 32 – Change Password Screen

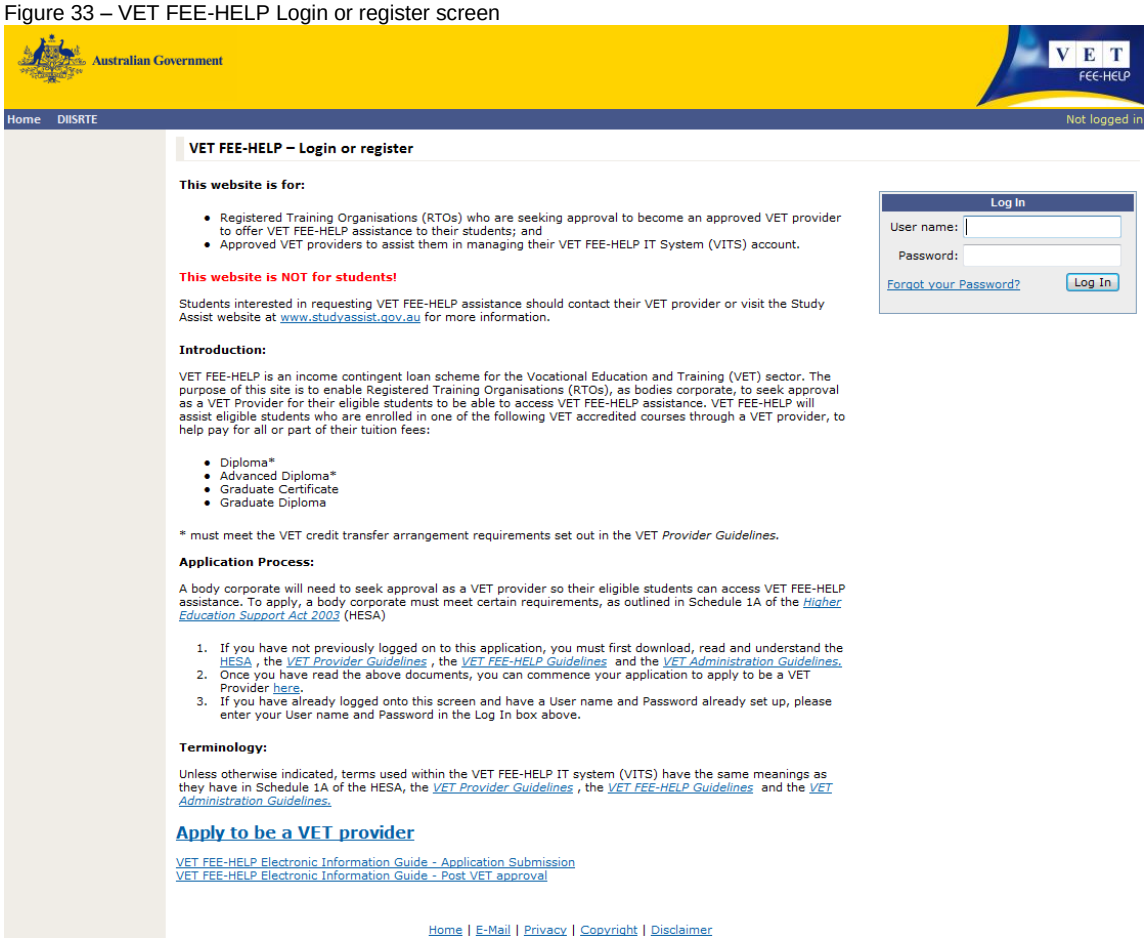


When your password is accepted, you will receive a message advising that your password has been successfully changed.

9.4 Forgotten your password?

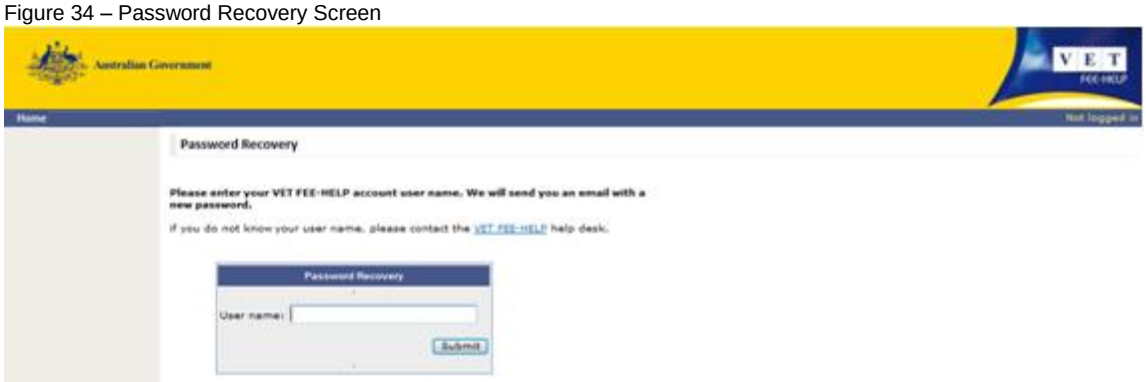
On the login screen, if you have forgotten your password, you can click on the '**Forgot your Password**' link in the '**Log In**' box.

Figure 33 – VET FEE-HELP Login or register screen


Australian Government
VET FEE-HELP
Home DIISRTE
Not logged in
VET FEE-HELP – Login or register
This website is for:
Registered Training Organisations (RTOs) who are seeking approval to become an approved VET provider to offer VET FEE-HELP assistance to their students; and
Approved VET providers to assist them in managing their VET FEE-HELP IT System (VITS) account.
This website is NOT for students!
Students interested in requesting VET FEE-HELP assistance should contact their VET provider or visit the Study Assist website at www.studyassist.gov.au for more information.
Introduction:
VET FEE-HELP is an income contingent loan scheme for the Vocational Education and Training (VET) sector. The purpose of this site is to enable Registered Training Organisations (RTOs), as bodies corporate, to seek approval as a VET Provider for their eligible students to be able to access VET FEE-HELP assistance. VET FEE-HELP will assist eligible students who are enrolled in one of the following VET accredited courses through a VET provider, to help pay for all or part of their tuition fees:
Diploma*
Advanced Diploma*
Graduate Certificate
Graduate Diploma
* must meet the VET credit transfer arrangement requirements set out in the VET Provider Guidelines.
Application Process:
A body corporate will need to seek approval as a VET provider so their eligible students can access VET FEE-HELP assistance. To apply, a body corporate must meet certain requirements, as outlined in Schedule 1A of the Higher Education Support Act 2003 (HESA)
1. If you have not previously logged on to this application, you must first download, read and understand the HESA , the VET Provider Guidelines , the VET FEE-HELP Guidelines and the VET Administration Guidelines.
2. Once you have read the above documents, you can commence your application to apply to be a VET Provider here.
3. If you have already logged onto this screen and have a User name and Password already set up, please enter your User name and Password in the Log In box above.
Terminology:
Unless otherwise indicated, terms used within the VET FEE-HELP IT system (VITS) have the same meanings as they have in Schedule 1A of the HESA, the VET Provider Guidelines , the VET FEE-HELP Guidelines and the VET Administration Guidelines.
Apply to be a VET provider
VET FEE-HELP Electronic Information Guide - Application Submission
VET FEE-HELP Electronic Information Guide - Post VET approval
Log In
User name:
Password:
Forgot your Password?
Log In
Home | E-Mail | Privacy | Copyright | Disclaimer

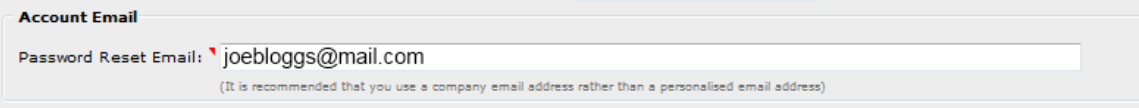
This will take you to a new screen where you will need to enter your organisation's VITS user name to receive a temporary password. Select the submit button to receive your temporary password.

Figure 34 – Password Recovery Screen


Australian Government
VET FEE-HELP
Home
Not logged in
Password Recovery
Please enter your VET FEE-HELP account user name. We will send you an email with a new password.
If you do not know your user name, please contact the VET FEE-HELP help desk.
Password Recovery
User name:
Submit

Note: the temporary password will be sent to the nominated 'Account Email' address entered in the '**Provider Details**' screen, in the '**CEO/Director Details**' tab as per the below example. If you have forgotten your user name you will need to contact the VET FEE-HELP help desk. Please refer to the DIISRTE 'contact details' located on the title page of this user guide.

Figure 35 – Account Email Description


Account Email
Password Reset Email:
joebloggs@mail.com
(It is recommended that you use a company email address rather than a personalised email address)

10. VITS login page

10.1 Home icon

When logged into your VITS account, if at any stage you require to navigate back to the '**Application Submission Summary**' page, you can select the '**Home**' icon on the blue title bar.

Figure 36 – Navigate to Home Page

10.2 DIISRTE website icon

If at any stage you wish to view the DIISRTE website to obtain a better understanding of VET FEE-HELP or its requirements, you can select the '**DIISRTE**' icon on the blue title bar. This option will open up the DIISRTE homepage in a new window. To navigate to the VET FEE-HELP resources page from the menu list, select 'Skills', 'Programs', Support for Training', then the 'VET FEE-HELP' web page.

Figure 37 – Navigate to DIISRTE website

10.3 Logging out of VITS

To logout of VITS, select the '**Logout**' button at the top right hand corner of the screen.

Figure 38 – Log out